

## **Cool as ICE**

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Command Chaplain

The Chapel is now on ICE. This is Interactive Customer Evaluation, or a computer web-based program that allows customers to give immediate and direct confidential feedback on base services and activities. The Chapel is listed, which allows anyone who chooses, to go online and tell us what they think of our staff, facilities and programs.

The purpose of ICE is to tell us what we are doing right, but also what we are doing wrong. No matter how good anything is, it can always improve. However, in order to accomplish that, we need to hear people's good ideas and to know where improvement is need. It is always easy to simply assume that what we are doing is good, but when we get direct feedback from others with the intent to improve, we can really offer a high quality program.

In some ways, ICE is like having a conscience. It allows the customers to tell us when we are doing something wrong so that we can correct it. If the facility is not clean, we need to be aware that we are not giving as much attention to it as we should. If the staff is not friendly or helpful, we need to see what we can do to improve our people skills.

The one drawback to ICE is that it is entirely driven by the customers. As of the time of this writing, no one has been online to give any feedback about the chapel. If the customers don't tell us what we are doing wrong, we can't do anything about it. The conscience, however, doesn't have this limitation.

God has given everyone a conscience. For the Christian, the Holy Spirit lives within them where He prick's our conscience whenever we do something that is wrong. Certainly, we can ignore him, just like we can ignore customer feedback, but in doing so, we lose the ability to respond in positive ways and improve ourselves.

The Bible says that even those who are not Christians have a conscience. In Romans 2:14-15 says that everyone, even if they do not have God's law, have a law unto themselves, with their consciences telling them when they have done wrong. Again, they can ignore their conscience, or they can use this as an opportunity to improve themselves.

That is actually the purpose of a conscience. It is not intended to keep us from having fun or doing the things we enjoy. It is to keep us from doing things that will be morally or spiritually wrong, which if we continue, can damage us greatly. It is within us to allow us to improve ourselves, to be better people. In doing so, we have something better to offer to the world and to God.

Certainly, all of us can continue as we are, but when given the opportunity to correct and improve ourselves, I believe we have a moral responsibility to respond in a positive way. I hope that when you go online to give feedback about the Chapel or other base activities, you will pause and ask God if there is any feedback He can give you about your own life. Listen closely to what He has to say, then respond in a positive way. We will do the same with the feedback we get from you.

Semper Fi in the Lord and I hope to see you in Church on Sunday.